



July 28, 2020

Web Announcement 2259

## Personal Care Services (PCS) Service Plans Must Be Downloaded as They Will No Longer Be Emailed

Personal Care Services (PCS) providers can now access Service Plans created July 21, 2020, forward through the Provider Web Portal. As of August 3, 2020, Nevada Medicaid will no longer email Service Plans to providers. The only exceptions will be older Service Plans that are not accessible through the Provider Web Portal.

Emails will be sent to providers for At Risk or new initial recipients to notify them that the service plan is available in the Provider Web Portal. For all other prior authorizations requested by the provider, such as transfers, annual reassessments or significant change assessments, it will be the responsibility of the provider to watch for completed authorizations in the Provider Web Portal and to obtain their service plans.

Following are instructions on how to view and download PCS Service Plans from the Provider Web Portal:

1. Login to the Provider Web Portal and select the Report Download feature. Report Download is available under the Resources tab.

[Resources](#) > Report Download Tuesday 07/21/2020 10:11 AM PST

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**Report Download** ?

\* Indicates a required field.  
Enter your search criteria and click the **Search** button.

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**Provider ID** 1760 **ID Type** NPI

\***Report Category**

**From Date**  **To Date**

**Search** **Reset**

2. Select Prior Authorization Attachments from the Report Category drop-down list.

[Resources](#) > Report Download Tuesday 07/21/2020 10:12 AM PST

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**Report Download** ?

\* Indicates a required field.  
Enter your search criteria and click the **Search** button.

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**Provider ID** 1760 **ID Type** NPI

\***Report Category**

**From Date**  **To Date**

**Recipient ID**

**Prior Authorization Number**

**Search** **Reset**

3. Users can search for a PCS Service Plan using either:
  - Recipient ID and From Date and To Date
  - or
  - Prior Authorization (PA) Number